
Sources of Assistance for Schools

October 2003

U.S. Department of Education



F E D E R A L
STUDENT AID

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Preface

Overview

This guide contains all communication references previously found in the following technical references and desk references published by the U.S. Department of Education (ED):

TECHNICAL REFERENCES:

- COD - Direct Loan, Direct Loan Tools and Pell volumes
- EDE
- FISAP
- PACKAGING
- RFMS

DESK REFERENCES:

- APPLICATION PROCESSING
- DIRECT LOAN
- PACKAGING
- PELL
- ISIR Analysis Tool (*formerly QA Tool*)
- SSCR-32

These references include phone numbers, e-mail addresses, Web site addresses, etc., and often have brief explanations of the entry's purpose, which are primarily found as bullets.

Note: All references are subject to change. This document will be updated and reposted as needed. You can download the software and the related user documentation (including the technical and desk references found above) from the U.S. Department of Education's Federal Student Aid Download (FSAdownload) Web site located at FSAdownload.ed.gov.

Legend

This directory includes frequently used communication references such as:

AVR Automated Voice Response


ET Eastern Time

 E-mail addresses


 Fax numbers

 Hours

 Telephone numbers


 Web site addresses

Campus-Based Programs

877/801-7168 



703/506-6776

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

Electronic FISAP Administrator

1953 Gallows Road
Suite 300
Vienna, VA 22182

- Campus-Based Funding
- FISAP on the Web
- FISAP Application and Expenditure Report

Campus-Based Contact Information	
E-mail Address	cbfob@ed.gov
IFAP Web page	ifap.ed.gov
FISAP on the Web	cbfisap.sfa.ed.gov

Case Management Teams

- Audit Resolution
- Financial Analysis
- Program Reviews
- School and Program Eligibility/Recertification, www.eligcert.ed.gov
- Technical Assistance

Team	☎
<i>Boston Team</i> (CT, ME, MA, NH, RI, VT)	617/223-9338
<i>New York Team</i> (NJ, NY, PR, Virgin Islands)	212/264-4022
<i>Philadelphia Team</i> (DC, DE, MD, PA, VA, WV)	215/656-6442
<i>Atlanta Team</i> (AL, FL, GA, MS, NC, SC)	404/562-6309
<i>Chicago Team</i> (IL, MN, OH, WI)	312/886-8767
<i>Dallas Team</i> (AR, LA, NM, OK, TX)	214/880-3044
<i>Kansas City Team</i> (IA, KS, KY, MO, NE, TN)	816/268-0410
<i>Denver Team</i> (CO, MI, MT, ND, SD, UT, WY)	303/844-3677
<i>San Francisco Team</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands, Wake Islands)	415/556-4295
<i>Seattle Team</i> (AK, ID, IN, OR, WA)	206/615-2594
<i>Foreign Schools Team</i>	202/377-3168

Common Origination and Disbursement (COD)

Pell Grant Program

**800/4PGRANT①
or 800/474-7268**

Direct Loan Program

800/848-0978①

COD School Relations Center

800/474-7268①

Applicant Services Line

800/557-7394①


**Telecommunications Device for the Deaf
(TDD/TTY)**

877/461-7010①

 CODSupport@acs-inc.com

 cod.ed.gov

 877/623-5082

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

Pell Grant Program:

- COD Web Questions
- Current Funding Level
- Data Requests
- Document/Batch Processing Status
- General Inquiries Concerning COD
- Rejected Documents/Batches
- Responses/Acknowledgements

Direct Loan Program:

- Check Sum Errors
- COD Web Questions
- Custom System Assistance
- Direct Loan Document/Batch Status
- Disbursement Refunds (Return of Title IV Funds)
- Document/Batch Integrity Errors
- Implementation Guide Questions
- Interface Issues
- PLUS Loan Borrower Issues
- Rebuild Loan Files
- Reconciliation/Closeout
- Rejected Direct Loan Documents/Batches
- Responses/Acknowledgements
- Site visits
- Sub/Unsub/PLUS Master Promissory Notes (MPN)

Continued...

Common Origination and Disbursement (COD)


Applicant Services Line:

- Credit Appeal Overrides
- PLUS Loan Borrower Issues
- Endorser Application Questions


CPS/WAN Technical Support


800/330-5947 

Telecommunications Device for the Deaf (TDD/TTY)

800/511-5806 

 cpswan@ncs.com

 319/665-7662

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

FAA Access on the Web:

 fafsa.ed.gov/faa/faa.htm

References and Documentation:

 fsadownload.ed.gov/docsStudentAidGateway.htm

SAIG Enrollment:

 fsawebenroll.ed.gov

Software:

 fsadownload.ed.gov/software.htm

Web Demonstration Site:

 fafsademotest.ed.gov

To access the system use the following:

User Name: **eddemo**

Password: **fafsatest**

- For users to become familiarized with the CPS Web Applications products.
- This site offers all the functionality features of the production site.
- Training on FAFSA on the Web (FOTW).
- Demo system for hands on training.

Continued...

CPS/WAN Technical Support

800/330-5947 ①

Telecommunications Device for the Deaf (TDD/TTY)

800/511-5806 ①


- Campus-Based Award Letter
- CPS Batch Status
- CPS Testing System
- Custom/Combo/Mainframe Support for Direct Loans
- EDE Enrollment and Participation
- Electronic Access Conference Information (EAC)
- FAA Access on the Web
- Rejected EDE Records and Batches
- Renewal FAFSA Processing
- Restore Batches to Customers' Mailboxes
- SAIG Network Password Changes and Resets
- SAIG Transmission Errors

Software Assistance	
• <i>DL Tools</i>	• <i>ISIR Analysis Tool (formerly QA Tool)</i>
• <i>EDconnect</i>	• <i>Return of Title IV Funds</i>
• <i>EDExpress – App Express, Packaging, Direct Loan, and Pell</i>	• <i>SSCR-32</i>

Technical References	
• <i>COD Technical Reference- Direct Loan, Direct Loan Tools and Pell volumes</i>	• <i>Packaging Technical Reference</i>
• <i>EDE Technical Reference</i>	• <i>SSCR Technical Reference</i>

Debt Collection Service Information Center (DCSIC) **800/621-3115**

Telecommunications Device for the Deaf (TDD/TTY)

877/825-9923 



dcshelp@pearson.com



ed.gov/offices/OSFAP/DCS



Hours are 8 a.m. – 10:00 p.m. (ET), Monday through Saturday (excluding Federal holidays)


- Amount and Date of Last Payment
- Balance Inquires
- Borrower Account Disputes
- Credit Bureau Reporting Disputes
- Discharge Forms or Financial Statement Requests
- Establish Account Billing
- Establish Electronic Debit Payment Option
- Federal Offsets (Including Tax Offsets)
- General Loan Repayment Information
- Referral to Collection Agency
- Referral to Guarantee Agency

Direct Loan Consolidation

800/557-7392 

 loan_consolidation@mail.eds.com

 loanconsolidation.ed.gov

 *Hours are 8 a.m. – 8 p.m. (ET), Monday through Friday*

- Application Status
- Borrower Counseling
- Certifications
- Consolidation
- Fund Approved Loans
- Lender Identification
- Process Applications
- Processing
- Promissory Notes
- Repayment Information
- Supplemental Information

Direct Loan Operations Staff

202/377-3150 



www.ed.gov/DirectLoan



Hours are 7:30 a.m. - 4:30 p.m. (ET), Monday through Friday

- Direct Loan Procedures and Operations

Direct Loan Servicing Center

Borrower Services

800/848-0979 ①

Telecommunications Device for the Deaf (TDD/TTY)

800/848-0983 ①



dlservicer.ed.gov



www.dl.ed.gov



800/848-0984



Hours are 8 a.m. – 8:30 p.m. (ET), AVR available 24 hours a day, 7 days a week

- Borrower Account Inquiries
- Payment Inquiries
- Deferments/Forbearances
- Repayment Options

School Services

800/877-7658 ①



www.dl.ed.gov/schools



Hours are 8 a.m. – 8:30 p.m. (ET), Monday through Friday

- Booking Dates
- Payments
- Delinquency Issues
- Separation Dates
- Interface Issues
- NSLDS Conflicts
- Entrance and Exit Interview
- Counseling Reports

eMPN Web site

800/848-0978 



CODSupport@acs-inc.com



dlenote.ed.gov

The electronic MPN Web site (dlenote.ed.gov) allows a student borrower to complete and sign an MPN over the Web as an alternative to using a paper MPN. (Note that it is *not* required; the borrower may contact the financial aid officer at the school to complete the MPN using the paper process.)

The student needs to have a PIN (issued from the U.S. Department of Education) to begin the process. If the student does not have a PIN, direct him or her to the PIN Web site at www.pin.ed.gov. The student will also need the appropriate browser and an Acrobat Reader 4.0 or 5.0, all of which are available for no charge on the E-note Web site.


Only the following loans are eligible for this electronic process:

- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Direct Consolidation Loans (application and promissory note)

Experimental Sites Initiative

 ExperimentalSites@ed.gov

Contact: Jacquelyn Bannister

202/377-4376 

 Jackie.Bannister@ed.gov

 ed.gov/offices/OSFAP/expsites

Federal Student Aid Information Center (FSAIC)

800/4-FED-AID ①

or **800/433-3243**

Telecommunications Device for the Deaf (TDD/TTY)

800/730-8913 ①

Overseas Callers*

*For those who are unable to access the toll-free service number.

319/337-5665 ①



studentaid.ed.gov



Hours are 8 a.m. – Midnight (ET), Monday through Friday and 9 a.m. – 6 p.m. (ET) Saturday (excluding Federal holidays)

- Address and School Changes
- Assistance Completing the FAFSA and Correcting the SAR
- FAFSA Status
- Providing Student Borrowers with the Name and Phone Number of the Holder of their Loans
- Requests for Duplicate SARs
- Requests for Single Copies of Publications
- Student Financial Aid Program Questions

FAFSA on the Web (for Student Access):



fafsa.ed.gov

- FAFSA on the Web, Correction on the Web, and Renewal on the Web Assistance
- General Questions on Electronic Filing
- Technical Assistance for FAFSA on the Web site
- On-line Chat

Continued...

Federal Student Aid Information Center (FSAIC)

800/4-FED-AID ①

or 800/433-3243

Telecommunications Device for the Deaf (TDD/TTY)

800/730-8913 ①

Overseas Callers*

319/337-5665 ①

*For those who are unable to access
the toll-free service number.

PIN Registration Site (for Student and Parent Access):

 pin.ed.gov

- Address Change
- Apply for a PIN
- Change a PIN
- Links to: U.S. Department of Education,
Federal Student Aid (FSA), and *The Student
Guide*
- PIN Request and Information

FSA Ombudsman

For Students opening cases

877/557-2575 

For Schools, Lenders, and other entities

202/377-3800 

Telecommunications Device for the Deaf (TDD/TTY)

202/377-3800 



fsaombudsmanoffice@ed.gov



ombudsman.ed.gov




Hours are 8:30 a.m. – 8:30 p.m. (ET), Monday through Friday (excluding Federal holidays)


- Student Borrower Opening a Case
- Student Borrower Having a Problem with Loan Consolidation
- Student Borrower Having Problem Dealing with Servicer or Lender
- Student Has Exhausted Other Avenues of Assistance

FSAP Customer Service Call Center (CSCC)

800/433-7327 

 fsa.customer.support@ed.gov

 202/275-5532

 *Hours are 9 a.m. - 5 p.m. (ET), Monday through Friday*

- Application Processing Questions
- Help with Contacting Other Staff in the U.S. Department of Education
- Title IV Policy and Regulation Questions

FSA Schools Portal

 fsa4schools.ed.gov

- **FSA Links:** all FSA Web-enabled systems
- **FSA Headlines:** categorized as either "FSA News" or "FSA Policy and Rule Changes"
- **FSA Search Tool:** across the "links" and/or within IFAP publications
- **My FSA:** customize the look of Your Portal Home Page
- **FSA Calendar:** deadline dates, training/conferences, events, and NPRM comment due dates

FSA Student Portal

 studentaid.ed.gov

- **Preparing:** Find out what students need to do to prepare for education beyond high school
- **Choosing:** Get advice on how to find the right school for a student
- **Applying:** Learn how to navigate the school application process
- **Funding:** We can help make a student's education affordable
- **Attending:** Get the facts on financial aid, how to maintain it, and what to do when school's over
- **Repaying:** What you need to know about repaying student loans

FSATECH Listserv



ed.gov/offices/FSA/services/fsatechsubscribe.html


FSATECH is an e-mail listserv for technical questions about the U.S. Department of Education's FSA systems, software, and mainframe products. For more information about FSATECH including how to subscribe, visit the FSA Schools Portal: Listservs & Mailing Lists.

Grant Administration and Payment System (GAPS) 888/336-8930

Telecommunications Device for the Deaf (TDD/TTY)

866/697-2696 

 e-grants.ed.gov

 *Hours are 8 a.m. - 6 p.m. (ET), Monday through Friday*

- Initiate Payment Requests and Refunds
- Check Available Balances
- Print Activity Reports
- View Payment Requests

Information for Financial Aid Professionals (IFAP)




ifap.ed.gov


- Law and Regulations
- Letters and Bulletins
- On-Line References
- Policy Guidance
- ED Publications (Current and Archived)
- Tools for Schools
- Worksheets, Schedules, and Tables

*E-mail subscription service available at ifap.ed.gov. Click on Member Services in the left column of the IFAP home page.

National Student Loan Data System (NSLDS)

800/999-8219 

 nsldscoe@raytheon.com

 *Hours are 8 a.m. - 8 p.m. (ET), Monday through Friday*

FAA Professionals (Restricted System–Authorized Personnel Only):

 nsldsfp.ed.gov

- Cohort Default Loan Record Detail Requests
- Data Conflict Resolution
- ISIR Loan History
- NSLDS Batch Status
- NSLDS Reports
- NSLDS Web Navigation and Password Resets
- Overpayment Reporting
- Perkins Reporting
- Rejected NSLDS Records
- Enrollment Reporting
- Transfer Monitoring

Students:

 www.nslds.ed.gov

Quality Assurance Program Staff



qaprogram.air.org

If you have a question about your participation in the Quality Assurance Program or similar issues, we suggest you call or write to your contact person in the Performance and Accountability Improvement Staff at ED. For technical support for the ISIR Analysis Tool (*formerly QA Tool*) software, contact CPS/WAN Technical Support.

Contact	Region	Phone	E-mail
Holly Langer-Evans	1, 2, 5	617/223-9603	Holly.Langer-Evans@ed.gov
Francine Reeves	3, 4, 6, 7	404/562-6289	Francine.Reeves@ed.gov
Michael Cagle	8, 9, 10	206/615-2586	Michael.Cagle@ed.gov

We encourage you to join the QA Listservs.

Two are available to the QA team:

- QA Director
- QA Team

To subscribe, please e-mail Ross Bowling at the American Institutes for Research at RBowling@air.org.

FSA Assessments



qaprogram.air.org/SFAAssessment.asp

The FSA Assessments are self-assessment modules developed to help any school assess the policies and practices of its federal aid program, and improve compliance and accountability.

These assessments are online management resources to help a school determine:

- How well it is following federal financial aid policies and guidelines.
- If its policies, procedures, or practices need to be revised.

The four categories of FSA Assessments are: Students, Schools, Managing Funds and Campus Needs. The areas selected represent common sources of problems for schools and the ones that have the potential to result in liabilities.

There are over 15 modules that include:

- Worksheets and exercises to test compliance
- Questions about a school's practices
- Hyperlinks to regulations, law, Handbooks, Dear Partner Letters, and other references/sources

Management Enhancement worksheets to help a school develop a plan of action to fix problems it finds

Registration for Federal Student Aid Training and Conference Initiatives 202/377-3941 ①

🌐 ed.gov/offices/OSFAP/sfau

① *Hours are 8 a.m. – 5:00 p.m. (ET), Monday through Friday*

Registration for:

- Application Processing Systems Videoconference
- New Financial Aid Administrators Training
- Pre-certification Training

🌐 edeworkshop.ncspearson.com

Registration for:

- Electronic Access Conferences (EACs)
- Software Developers Conference

School Cohort Default Rates 202/377-4258 or 202/377-4259



fsa.schools.default.management@ed.gov



ed.gov/offices/OSFAP/defaultmanagement



202/275-4511

Director: Patricia Trubia, 202/377-4258

Acting Operations Team Leader: Patricia Trubia, 202/377-4258

Appeals Team Leader: Patricia Trubia, 202/377-4258

Administrative: Carolyn Bush, 202/377-4257

Default Management:

- Creation and Distribution of the Cohort Default Rate Guide, available electronically at ifap.ed.gov/drmaterials/finalcdrg.html
- Resolution of Cohort Default Rate Challenges/Adjustments/Appeals
- Semi-Annual Calculation and Dissemination of School Cohort Default Rates
- Respond to School Cohort Default Rate Query Requests
- Provide Cohort Default Rate Information via Default Management's Web site at www.ed.gov/offices/OSFAP/defaultmanagement

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School Cohort Default Rates

**202/377-4258^①
or 202/377-4259**



fsa.schools.default.management@ed.gov



www.ed.gov/offices/FSA/defaultmanagement

Team	Default Management Adjunct	①
<i>Atlanta Team</i> (AL, FL, GA, MS, NC, SC)	Rosemary Foltis	202/377-3198
<i>Boston Team</i> (CT, ME, MA, NH, RI, VT)	Zachary Vroman	202/377-4256
<i>Chicago Team</i> (IL, MN, OH, WI)	Beverly Stern	202/377-3195
<i>Dallas Team</i> (AR, LA, NM, OK, TX)	Mary McGeorge	202/377-3199
<i>Denver Team</i> (CO, MI, MT, ND, SD, UT, WY)	Beverly Stern	202/377-3195
<i>Kansas City Team</i> (IA, KS, KY, MO, NE, TN)	Zachary Vroman	202/377-4256
<i>New York Team</i> (NJ, NY, PR, Virgin Islands)	Donna Bellflower	202/377-3196
<i>Philadelphia Team</i> (DC, DE, MD, PA, VA, WV)	Linda Young	202/377-4255
<i>San Francisco Team</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands)	Francis Robinson	202/377-3192
<i>Seattle Team</i> (AK, ID, IN, OR, WA)	Rosemary Foltis	202/377-3198

School Relations Division - Account Managers

- Program and Technical Assistance
- Site Visits
- Training

Region	☎
<i>Region I</i> (CT, MA, ME, NH, RI, VT)	617/565-6911
<i>Region II</i> (NJ, NY, PR, VI)	212/264-8012
<i>Region III</i> (DC, DE, MD, PA, VA, WV)	215/656-5998
<i>Region IV</i> (AL, FL, GA, KY, MS, NC, SC, TN)	404/562-6259
<i>Region V</i> (IL, IN, MI, OH, WI)	312/886-8766
<i>Region VI</i> (AR, LA, NM, OK, TX)	214/880-2405
<i>Region VII</i> (IA, KS, MO, NE)	816/268-0444
<i>Region VIII</i> (CO, MN, MT, ND, SD, UT, WY)	303/844-3677 EXT. 121
<i>Region IX</i> (AZ, CA, HI, NV, American Samoa, Guam, Federated States of Micronesia, Palau, Marshall Islands, Northern Mariana Islands)	415/556-4201
<i>Region X</i> (AK, ID, OR, WA)	206/615-2231

Student Aid Internet Gateway (SAIG)



fsadownload.ed.gov

SAIG Enrollment Site:



fsawebenroll.ed.gov